



## ROLE OF EMOTIONAL INTELLIGENCE IN CLASSROOM TO IMPROVE TEACHING METHODS OF TEACHERS

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### ABSTRACT

*Emotional intelligence helps to know emotions which are helping to spend life more easily and happily and such type of people are more satisfied than other people. This study was quantitative in nature and theoretical research method was used. Perceptions of teachers how they teaching methods in classrooms and to what degree they were emotionally attached with students were identified. Teachers were asked about emotional engagement with school environment, colleagues, students, emotional level in student teacher interaction and impact of the teacher engagement on student achievement. It was concluded that teachers had moderate attachment with school climate, colleagues and students. It is recommended that government should recruit teachers of high emotional intelligence as a result teachers' classroom management can be improved.*

**KEYWORDS :** Emotional Intelligence, Teaching Methods and Teachers.

### INTRODUCTION

Emotional intelligence is a popular construct associated with business, education, health, and more recently sport. There is clear evidence to substantiate that emotional intelligence is beneficial for performance. A number of characteristics associated with emotional intelligence include self-awareness, self-regulation, motivation, empathy and relationship management.

#### Self-awareness

The concept of self-awareness alludes to being aware of the situation around you and thinking beyond. Teachers who wish to enhance their performance levels must be self-aware. Self-awareness alludes to the emotion of oneself. Teachers should be in control of their emotions and demonstrate a great deal of awareness of their students. This can be developed through self-analysis of performance by identifying strengths and limitations.

There are a range of possibilities for teachers to develop their self-awareness further. For example, during feedback sessions, teachers should be aware of the emotions they are portraying to their students.

Teachers should be self-aware during lessons of their own performance levels and the impact this is having on the student body, for example:

- Identify practices that enable you to become self-aware of your emotions (both positive and negative) as you experience these during teaching and learning.
- Develop routines that allow you to enhance your own self-awareness when dealing with students.
- Enhance awareness through utilising useful strategies that identify your own needs.

#### Self-regulation

The ability to self-regulate is useful for successful teachers. It is the ability to maintain control during pressurised situations. These situations normally arise during behavioural situations in the classroom.

Effective self-regulation promotes balance between body and mind. One useful strategy to help develop effective self-regulation is through the practice of reflection. There are many occasions that require teachers to regulate their emotions. Examples include marking work, preparing for lessons, and the actual teaching and learning. Therefore, implementing strategies will enable teachers to evolve within professional practices, such as:

- Identify positive and negative emotions during your teaching sessions. Compare and contrast the two

emotions and list how you felt. Each time you feel negative, attempt to remember the positive times as this will help re-energise your thinking and mindset.

- Develop strategies that provide opportunities to regulate your emotions through self-reflection.
- Enhance ability to increase self-regulatory practices when you notice your emotions as you experience them or to understand your physical feelings as you feel the emotion coming on.

#### Motivation

This is considered to be a major characteristic of good teaching. Motivation is an inner desire to achieve objectives that are set out, for example, when carrying out teaching sessions.

Maintaining motivation as a teacher and of your students is instrumental. Therefore, introduce action plans for all your students.

These actions should be set out as specific short-term targets throughout the academic year.

- Identify targets early in the academic year and generate these targets into short-term specific outcomes.
- Utilise actions for each student to enable their own motivation levels to be maintained and enhanced.
- Develop strategies that provide opportunities for students to modify their targets.
- Enhance opportunities that increase motivation levels when self-confidence is low.

#### Empathy

Teachers high in emotional intelligence will understand their own students and themselves. Building empathy is crucial as understanding the needs of students and making each individual feel part of the set-up is important. Team cohesion is most effective when students all agree on the aims and objectives set out by the teacher.

- Identify each student and understand what makes them the way they are through appraisal and identifying individual needs.
- Develop discussions with performers on a regular basis.
- Enhance strategies that will increase empathy. For example, introduce different scenarios to students so they can problem-solve these in smaller groups.

#### Relationship management

Relationship management is crucial for a teacher. Introduce relationship management with the use of various group-bonding exercises. A teacher can support their team and foster effective group dynamics through relationship

management.

- Identify opportunities to increase harmony among students during the academic year.
- Develop situations that help enhance group dynamics. Introduce activities that promote effective relationships between students.
- Enhance relationship management during each lesson and give responsibilities to different students.

Taken together, emotional intelligence is a useful concept. The benefits of emotional intelligence are evidenced in other domains and hold exceptional opportunities for teachers to utilise within their own practice. Each characteristic of emotional intelligence is flexible and therefore can be used interchangeably.

Emotional intelligence helps students better analyse situations. It not only helps students interact with others better but also helps them tackle academic issues with greater panache. The better a student is able to come to grips with a situation, the more in control they are of it.

### Need of Emotional Intelligence

Over the past several years, it is believed that success in life or at work place depends upon the individual level of intelligence or intelligence quotient as reflected in an individual's academic achievement, examination passed, mark obtained etc. But now, research on emotional intelligence has revealed that EQ is the most important determinant of the extent of professional and personal success in life. Emotional Intelligence, playing an important role in determining the individual success in work, family and social life and individual's ability to manage his/her relations efficiently with his/her environment includes the awareness of emotions, judgment of the knowledge related to the emotion and operating on the emotional knowledge as a part of problem solving. Emotional intelligence is an attempt to extend our understanding of intelligence by going beyond what we traditionally measure by intelligence test. Emotional intelligence adapts a wider perspective and helps us extend our understanding of our interactions with other and social world around us.

### Review Of Literature

Karthikeyan (2015) examined the teachers are role models for the students to regulate emotion appropriately in the classroom. Emotional Intelligence is having three different dimensions which are Emotional Competency, Emotional Maturity and Emotional Sensitivity. Emotional intelligence four types affect Performance at Work, Physical Health, Mental Health and Relationships. Today's teachers should be able to demonstrate good intellectual, moral, emotional and social development and be able to promote the same among the students. Teacher plays an important role in the field of Education. Today's Education is child- centered, but the child Education cannot be successful without the teacher. Emotional intelligence adapts a wider perspective and helps us extend our understanding of our interactions with other and social world around us.

Refilwe Molatodi (2018) investigated the role of emotional intelligence in the classroom teaching practice of high performing high school mathematics teachers. The study was qualitative in design as it aimed at obtaining opinions and behaviours of the teachers in school, given the fact that they are subjected to the classroom situation and at the same time are expected to treat learners with compassion. Data was collected qualitatively by means of semi-structured interviews. The findings from the data analysed, revealed that emotional intelligence in the classroom plays a major role in dealing with, or addressing, the day-to-day challenges faced by teachers in the classroom. The findings also revealed that

teachers must have certain skills in order to ensure that learners cope with classroom pressure and challenges. Creating or passing on values such as trust, self-respect and confidence to learners, is not an easy task however. There are those learners that can't cope with mathematics and giving them all the necessary support and instilling these kinds of values, was discovered to play a pivotal role to teachers in the classroom practice. Having positive relationships between teacher and learner, may enhance a learner's performance, thereby benefiting not only the learner but also the school and the community.

Sabina Valente, et al., (2020) examined 634 Portuguese teachers filled out a form with personal and professional data and answered an adaptation of the Emotional Skills and Competence Questionnaire, and the Teacher Efficacy in Classroom Management and Discipline Scale. Structured Equation Model analyses were computed and showed that teachers who tended to have higher levels of capacity to perceive, express and manage emotions reported higher levels of teaching effectiveness and classroom management effectiveness. Therefore, is important for Portuguese teachers developing their emotional skills during academic formation, to a more effective future professional activity.

Norul Hidayah Mamat, Muhammad& Nik Ahmad Hisham Ismail (2021) concluded that seven themes namely implementation of structured teaching flow, empathetic pedagogical approach, fostering student learning engagement, consideration of students' emotions, reflection of university teachers' characteristics, mutual teaching and learning sessions and meaningful learning sessions were generated.

### Understanding Of Teachers Emotional Intelligence

#### First, teach students to understand the vast variety of emotions

Take time to discuss all types of emotions. In the study of emotions, found that there were six major emotions; happiness, surprise, sadness, anger, disgust and fear.

But there are many emotions such as annoyance, enthusiasm, nervousness, frustration, boredom, and impatience. Children need to understand these various emotions and learn how to read them in others. When they see their teachers and parents handle difficult situations, they learn how others cope and handle their emotions. They also learn from one another and watch their peers' reactions in the classroom as well as on the playground. Their antennae are always working, whether it's conscious or unconscious observation.

#### Next, work on strategies to control their emotions

Students need to practice controlling their emotions. Having them brainstorm on ways they might react in different situations and then allowing them to role play, will provide an opportunity to practice their responses.

#### Teach students to feel empathy

Encourage students to view life from another person's perspective. For example, a lot has been happening in the news with national disasters such as the fires and floods in California or the hurricanes that hit Texas and Florida. Ask them to write an essay on how they might feel to be a student from Puerto Rico that had to quickly pack up and move to a strange country, enrol in a new school, where they couldn't speak the language and had to leave their friends and relatives behind. The purpose of these exercises is to have the children develop empathy for others going through some very difficult times.

#### Teach students to handle delayed gratification

Some children sat quietly and waited, others reached for the

marshmallows and began eating immediately. The study followed the children throughout their lives and found a direct correlation between those that could wait longer for the preferred reward, and how successful they became in their careers, family and adult life. The purpose of the study demonstrated that those who delayed their immediate gratification for a larger or more valuable reward in the end, learned how to persevere and were willing to wait and work towards achieving greater rewards.

#### **Teach students to volunteer and give back to society**

By teaching children to help others, makes them feel important and shows them they're doing something that really matters to the world. The act of charity teaches them to give back to their community and they will, in turn, develop the intrinsic values that come with it. They didn't receive a grade or extra credit for doing it, but I could see that the students valued their hard work and saw the importance of giving back to their community.

#### **Teach students resiliency and to look at the big picture**

Students need to experience disagreement and conflict. Emotional learning is understanding that you don't always get what you want but that you must learn to handle it. They need to learn conflict resolution and learn how to give and take in various situations. Life doesn't always go their way and by understanding this and practicing solutions within a safe classroom, students will begin to view the bigger picture and see the value of accomplishing the group's goals.

#### **Let your students feel frustration**

In our families, we tend to always put children first and many of them have never really felt frustration or didn't get what they wanted right away (refer back to delayed gratification). When they get stuck on a math problem, there is usually someone there showing them the way to solve it quickly. Life isn't always like that. There will be times when no one is there and they must find ways to look at the problem from different angles and solve it on their own. In the classroom, now the time to struggle and experiment with ways to handle frustration.

#### **Improving Emotional Intelligence**

Teachers have great potential to effect students' educational outcomes. Teachers are a role model for students on how to regulate emotions appropriately in the classroom. The impact of emotions between teacher and students might play a strong role in the development of teaching style.

#### **Importance of Emotional Intelligence for Teachers**

Today's teachers should be able to demonstrate good intellectual, moral, emotional and social development and be able to promote the same among the students. In addition to this, teacher have able to know how to work with the entire educational community, teacher also appears as a dynamic educational agent who together with his or her colleagues and students' families, performs not only tasks of preparing and executing the teaching function, but also of mediation, innovation, management, research, assessment and guidance. So, teacher is placed as the central axis of the educational community. Significant Role of Teacher in Moulding emotional intelligence the role of teacher is important to study the level of Emotional Intelligence of the teachers who influence the behaviour of students. Emotional Intelligence is totally dependent on the environment. It is related neither to development of some organ nor to physiological process. Emotional Intelligence gives new approach to teachers, this approach embraces the learner and learning in a more complete way than traditional schooling. Quality emotions and feelings help teachers to give their best potential in the classroom.

#### **Role of Teachers in Promoting Emotional Intelligence**

Teaching is the profession that shapes education. It is the essential profession, which makes all other professions possible, well-qualified, caring and committed. Teachers will improve curricula, assessments, safe school and highest standards in the world. Emotional intelligence is the ability to recognize the emotions, their relationships, to reason out and solve the problems. Teachers' goal is to provide an atmosphere where flow occurs easily and the students are totally engaged in learning. Here teaching plays a vital role in developing emotional intelligence among students. Professional success mainly depends upon the combination of the two, the intelligence and skills, one possesses in our work. Professionalism demands teachers to be innovative in their attitude, flexible in their approach, always refreshing themselves with the day-to-day development in their subject area. At the same time, they should be capable of recognizing the value of human potentials, understanding the diverse needs of learners and provide enriched environment for their growth. In essence, the dream of learning society becomes real only when the teachers are well equipped with moral, professional, emotional, intellectual, and practical and communication skills. Therefore, teachers must do extra efforts promote to emotional intelligence among their adolescent students. The teacher has to create emotional atmosphere in the classrooms.

Before a teacher works on promoting emotional intelligence among her/his students, it is important for a teacher to develop EI in herself/himself. Some simple tips are enlisted here to improve EI:

- **Evaluate yourself.** Examine your assets and limitations. Accept that you're not perfect and that you could work on some areas to make yourself a better person. Have the courage to look at yourself honestly. Check how you react to stressful situations. Do you become upset every time there's a delay or something doesn't happen the way you want? Do you blame others or become angry at them, even when it's not their fault? The ability to stay calm and in control in difficult situations is highly valued in the business world and outside it.
- **Express yourself.** Show gratitude to people who help you, appreciate people around you for the good work. But don't go flattering people!! Convey your disappointments politely. If you hurt someone's feelings apologize. People are usually more willing to forgive and forget if you make an honest attempt to make things right.
- **Be empathetic.** Observe how you reach out to people, how your actions and reactions affect others. Try to put yourself in their place, and be more open and accepting of their perspectives and needs.
- **Learn to be assertive.** It is important that you know how to say NO without hurting others. No one in this universe can do everything. Know your limits and do not overburden yourself with too much workload and too many commitments.
- **Think rationally.** Do not over generalize things; avoid 'shoulds' and 'musts'. It is okay to make mistakes, no one is born perfect and no one dies perfect. Everyone may not agree with your opinions, everyone has her/his own sets of opinions; each and every individual cannot like you. It is quite natural that you will be liked by some people and disliked by others; it does not necessarily mean you are not likable. Success and failure are temporary. People and situations change over time, it is natural.
- **Be altruistic.** Help people in need. Be pro-social.
- **Have some purpose in life.** When you are working towards your goal, it keeps you engaged and thus checks your involvement in unproductive things.
- **Maintain a positive attitude.** No matter how miserable the circumstances of your life are, it won't be permanent. We cannot change the situations, but we can change our attitude. If you cannot be optimistic, at least don't get

pessimistic. Stay neutral and keep doing your duties without any expectations.

- **Learn the art of unconditional love and acceptance.** No matter how badly a person behaves, understand that every human being is innately good. We don't need to judge people based on a few actions. There may be another side which we have never seen.
- Socialize, make friends, give some time to your hobbies, and spend time with your family.

### Promoting Emotional Intelligence In The Classroom

According to Albert Bandura, children learn best by observing their elders. Thus, as teachers, if we develop our EI, definitely by mere observation, they will learn to be more intelligent emotionally. Some tips for promoting EI in the classroom:

- Show respect for each individual child's feelings, and remember his negative feelings are indications of unmet emotional needs.
- Do not label your students negatively. Avoid 'should' and avoid subjective labels.
- Instead of saying 'students' try to address them as 'children'.
- Help the children label their feelings properly. Teach them a wide range of feeling words. Talk about feelings, ask them how they feel, teach them how they can feel, show empathy, concern and care for your children. Ask them how they feel and 'What would help you feel better'. Teach them to solve their own problems using empathy, compassion and mutual respect for each other's feelings.
- Support their individual needs, talents, potential and interests.
- Reassure the students that it is okay to be honest about their feelings. Tell them that if they feel hateful, hurtful, vengeful, violent or destructive, it is okay to say it.
- Don't lecture them as they are expressing themselves.
- Let them express themselves without showing disapproval, shock, horror. Do not invalidate or judge anything they say. If you want them to open up, turn off your inner judge.
- Don't add to their pain, stress, discomfort and fear by trying to control their behavior through saying things like 'Look me in the eyes when I am talking to you. Stop playing with your hair. Take your fingers out of your mouth. Sit up.'
- While interacting with your students it is important to keep a check on your language.

### CONCLUSION

The study concludes that teachers' emotional intelligence levels are associated with teacher teaching methods. Besides teachers' social engagement with students and colleagues is an important dimension for teachers' engagement in classroom. The study, however, recommends to explore the relationship of teachers' emotional intelligence and classroom management with a mixed design study to triangulate the results with contextual factors such as teachers' job satisfaction, professional training in student counselling, knowledge of psychology of learning and the like in addition to learners' motivation and attitude to the subjects they study and the learning environment of the class and ethos of their school.

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